

2013 COMMUNITY MATTERS

PROMOTING OUR PROGRAMS AND SERVICES
WITH CONFIDENCE



East Grampians
Health Service

INSIDE

QUALITY OF CARE REPORT

QUALITY AND
SAFETY INDICATORS

VALUES

PROJECTS TO IMPROVE
SERVICE DELIVERY

WE'D LIKE TO HEAR
FROM YOU

CONTACT INFORMATION



A message from the Chief Executive

At East Grampians Health Service we value the opportunity to engage with our community members and share the results we have achieved over the past 12 months. *Community Matters* outlines some of the ways we have improved our health service to better meet your healthcare needs.

Thank you to everyone who provided feedback on last year's *Community Matters*. The new format of *Community Matters* certainly caught the attention of our readers and was generally well received. We have endeavoured to use your feedback to help shape this year's report and once again look forward to receiving your comments. Again I invite you to complete the feedback form on the back page. Only by doing this can we really know if we are meeting community expectations.

In this *Community Matters* we will try to provide you with information about our health service, which is both informative and easy to understand.

This year we have received outstanding accreditation results across the Health Service. East Grampians Health Service has successfully achieved accreditation under the National Safety and Quality Health Service Standards – the first organisation in the Grampians Region to have done so. Improving the safety and quality of patient care motivates us in our approach to all facets of health care. There has been significant work to ensure that quality and safety systems are embedded into everyday work, staff are aware of their safety and quality responsibilities and there is comprehensive reporting of quality and safety data through all levels of the organisation.

We believe in our Value Statements and incorporate them in to all aspects of the services we provide at East Grampians Health Service. Our relationships with our patients, residents, clients and colleagues as well as the community in general, reflect each Value and describe our daily actions.

A key approach has been our award winning education program which has built a learning culture at EGHS. The Board and the Executive Team fully support staff in their endeavours to continue ongoing education and provide opportunities for this to occur through scholarships, bursaries and study leave.

Thank you again, for putting your trust in East Grampians Health Service. We hope we can continue to provide you with the most comprehensive health care available.

Nick Bush
Chief Executive

VALUE STATEMENTS



INTEGRITY

We value integrity, honesty and respect in all relationships



EXCELLENCE

We value excellence as the appropriate standard for all services and practices



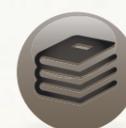
COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others

www.eghs.net.au

COMMUNITY MATTERS

East Grampians Health Service will continue to explore, develop, implement and promote ways in which it can deliver quality care services to its community. It will achieve this through listening, questioning, monitoring, evaluating and implementation.

Community Matters is an important publication where we share with our community how we deliver quality services and respond to areas that need improving.



DEVELOPMENT OF COMMUNITY MATTERS

- Comments received from the Department of Health have helped shape this year's report.
- Staff, including clinicians, have had input into the development of the report, providing data and other statistical information.
- Consumer groups have reviewed the draft of this report and provided feedback on content, readability and relevance.
- Reader feedback from last year's report indicated a general acceptance of the new style and will incorporate the feedback in this year's publication, including:
 - Keep the format, print size and colours similar, to keep the report clear and easy to read
 - Have consumers review the draft to ensure that we use language that people can understand and avoid "too much medical jargon"
 - Include information on new services or services that the community may not know much about
 - Compare results of surveys and other feedback from the community e.g. compliments and concerns

DISTRIBUTION OF COMMUNITY MATTERS

- *Community Matters* will be distributed through the Weekly Advertiser that is delivered free of charge to all householders within our catchment area.
- Copies will be available at each campus reception and each facility within the campus.
- Additional copies will be distributed to local service clubs, Medical Centres and the Ararat Rural City.
- Local media outlets will be informed of its publication and its importance in notifying the public about quality care.

QUALITY AND SAFETY INDICATORS

DENTAL SERVICES

The Dental Service has achieved some remarkable results this year. In line with the Victorian Government's priority of *Improving Every Victorian's Health Status* and Experience, EGHS has met its commitment to provide 20 members of the Budja Budja with oral health screenings. The Dental Service has followed up with six reviews in April 2013, with a further 17 patients seen in June 2013 with 15 requiring further treatment.

- *Happy Mouths, Happy Kids* oral health project: 32 pupils at Ararat North Primary School have received dental care through direct partnership with the school and the dental clinic.
- Continuing successful partnership with LaTrobe University for placement of final year dental students.
- Apprentice Dental Technician successfully completed 2nd year training

DENTAL INDICATORS

- EGHS provided **1500** general dental services this year. Changes to how we count these services, mandated by the Department of Health, means that we cannot compare to previous years
- **1365** emergency services in comparison to **1223** in the last financial year
- **237** denture Courses of Care
- Dental Services had **9 surgery days and 43 patients** compared to 12 surgery days and 37 patients last year

DENTAL WAIT LIST

Due to workforce issues at other regional services, EGHS has been providing services to a wider catchment of people who choose to access our service. This has created an increase to waitlist times for:

- General treatment: **projected wait time 19.9 months (817 patients)**. Last year the general treatment wait list was 12 months.
- Denture: **projected wait time 22.7 months (199 patients)** up from 18 months last year.

BLOOD MATTERS: SAFE USE OF BLOOD AND BLOOD PRODUCTS

The *Blood Matters* program works with hospitals to ensure that blood components are administered to patients safely and appropriately. With the implementation of the National Safety and Quality Health Service Standards (NSQHSS) EGHS has formalised processes, guidelines and protocols to meet all Standards.

In 2011 and 2012 audits highlighted the need to improve our medical documentation and consent processes. During 2012 and 2013 new guidelines and education were delivered and our audit results have improved immensely. This has resulted in:

- An increase in education to medical and nursing staff
- Compliance with NSQHSS
- An improved blood prescription form, which includes consent
- Zero tolerance policy (no consent=no blood)
- Policies and clinical practice guidelines have been reviewed and changed to comply with NSQHSS
- The development of a new patient information brochure on blood and blood products



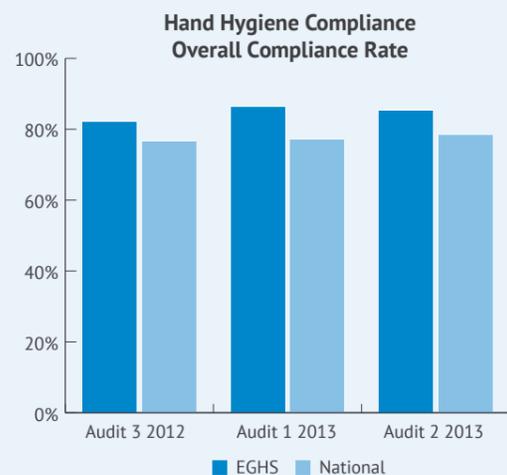
INFECTION CONTROL

Awareness of infection control is everyone's responsibility. At EGHS the Infection Control Coordinator works with multi-disciplinary teams from all areas of the Health Service.

HAND HYGIENE

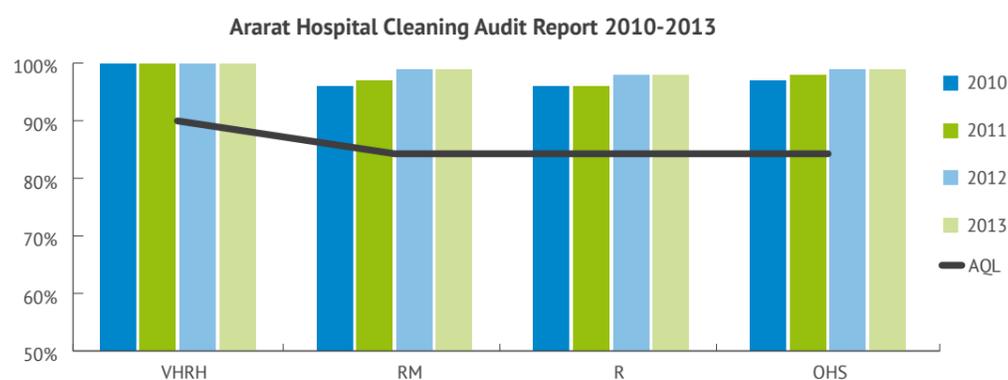
The expected rate of compliance in acute areas for health services is greater than 70%. Hand Hygiene Australia requires all acute health services to collect and submit staff hand hygiene compliance data three times per year. In the three audits conducted in the last financial year, EGHS has consistently achieved > 80% compliance.

In addition, EGHS is consistently above the national hand hygiene data collection rates for this period.



CLEANING

The Victorian Department of Health requires all public health services to conduct internal monthly cleaning audits and one annual external cleaning audit. Our results are consistently above the required percentage of 90% for Very High Risk areas such as the operating theatres and 85% for all other areas.



ANTIMICROBIAL STEWARDSHIP

EGHS has introduced an antimicrobial stewardship program. This program is designed to monitor appropriate prescribing of antibiotics with reference to the Therapeutic Guidelines. Appropriate prescribing will help to reduce the increase in resistance to antibiotics. Audits are performed in all clinical areas with results communicated back to prescribers.

Antibiotics only work on infections caused by bacteria. Inappropriate use of antibiotics is making them ineffective against some bacteria. This is called antibiotic resistance.

ASEPTIC NON-TOUCH TECHNIQUE

Aseptic Non-Touch Technique is a new framework introduced for staff to perform clinical procedures such as intravenous cannula insertion and wound dressings. The framework is designed to prevent infection during procedures.

EGHS introduced Aseptic Non-Touch Technique this year, with selected staff members trained to assess other staff. This year the trainers will assess all acute clinical staff that perform relevant procedures and next year aged care staff will be assessed. All relevant staff will be assessed on orientation and every two years.

INFECTION RATES

The Health Service participates in the VICNISS Healthcare Associated Infection Surveillance System. This system gathers surgical infection and antibiotic rates from hospitals throughout Victoria. The Perioperative Unit sends information regarding surgical site infections and haemodialysis antibiotic and infection rates.

SURGICAL INFECTION RATES

The Health Service has not recorded any deep incisional organ space surgical site infections in 2012-2013. This is an excellent result when compared to one recorded in the rest of Grampians Region and 93 in all Victorian hospitals.

HAEMODIALYSIS INFECTION RATES

No positive blood culture or antimicrobial starts were recorded in the Haemodialysis unit this financial year. Local and vascular access infection rates were also zero for the same period.



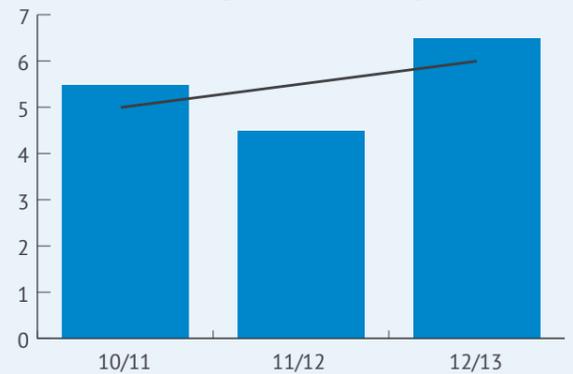
PREVENTING FALLS AND HARM FROM FALLS

Over the past year EGHS has made many improvements around preventing falls and harm from falls. These improvements have included:

- Expansion of the Red Dot Program across the service to help staff identify patients and residents who require assistance for movement
- The introduction of falls screening programs in Community Nursing, Day Centre and Primary Care Services
- More accurate monitoring of equipment to ensure that the appropriate mobility equipment is always available
- Further education of staff around the reporting of falls and how to manage a patient or resident who has had a fall or is at risk of falling.

Staff awareness and tighter reporting associated with the National Safety and Quality Health Service Standards has resulted in a small increase in the number of falls reported but the harm caused by those falls is decreasing.

Falls per 1,000 bed days



MEDICATION SAFETY

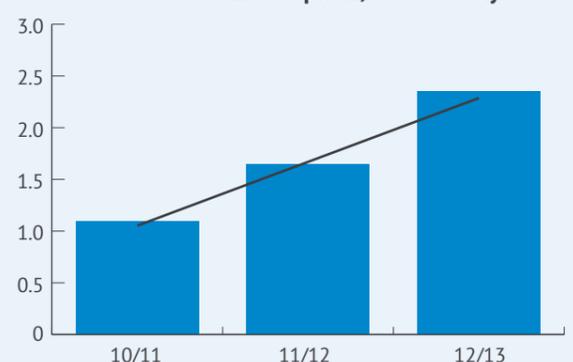
Considerable work has been carried out at EGHS to improve the way medication safety is managed. This has included all aspects of medication management including storage, dispensing, information for patients, administration and documentation.

Improvements during the past year include:

- Staff education on high risk medications including how to handle, store and administer
- Patient information: General information on medication safety, patient specific information and information on specific medications is provided
- The introduction of Tall Man lettering which helps to accurately identify medications which sound alike or look alike
- Changes to how medication is distributed and administered at Lowe Street to reduce the likelihood of staff distractions and interruptions to care
- Review and development of policies and guidelines to clearly identify staff roles, responsibilities and safe practice
- Improved monitoring of medication practice including auditing, incident reporting and the development of benchmarks
- Education of staff about the reporting of medication incidents.

Improved reporting, based on the National Safety and Quality Health Service Standards, of low grade incidents has resulted in an increase in the number of medication incidents being reported.

Medication Errors per 1,000 bed days





INTEGRITY

We value integrity, honesty and respect in all relationships

CULTURAL RESPONSIVENESS

This year EGHS received 17 presentations from patients with a first language other than English. Two interpreter services were required during the reporting period.

The District Nursing Service has continued to build on the positive relationship established last year between EGHS and the Budja Budja Aboriginal Cooperative. The District Nursing Service has also instigated a Memorandum of Understanding with the Budja Budja Aboriginal Cooperative to provide Community Nursing services to this community when required. This initiative now means that all community based services have a commitment to servicing our local Aboriginal community through this agreement.

The number of admissions to Acute services at EGHS from people nominating or self-identifying as coming from an Aboriginal or Torres Strait Island (ATSI) or Culturally and Linguistically Diverse (CALD) background (including English speaking countries)

ATSI ADMISSIONS

2012/13	2011/12	2010/11	2009/10
16	24	13	8

CALD

2012/13	2011/12	2010/11	2009/10
315	310	318	194

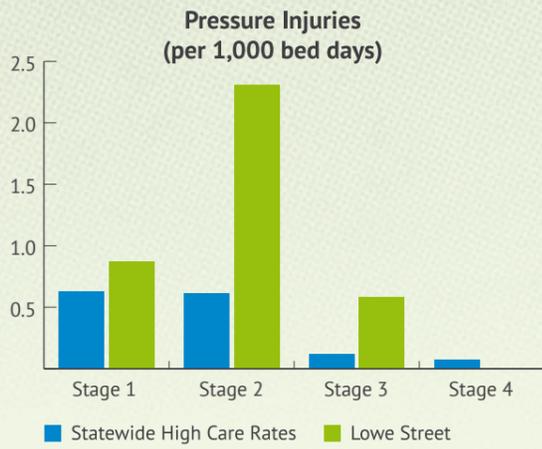
FIRST LANGUAGE NOT ENGLISH PRESENTATIONS

2012/13

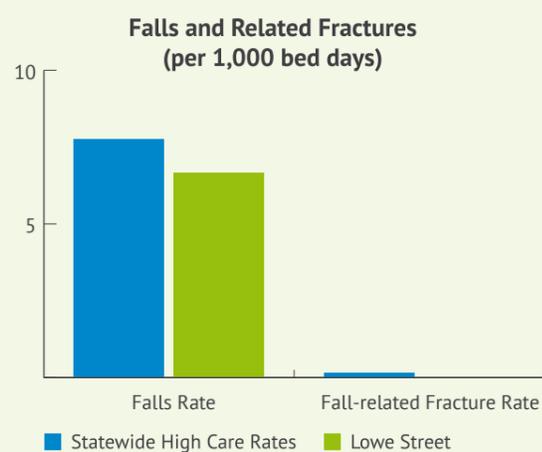
17



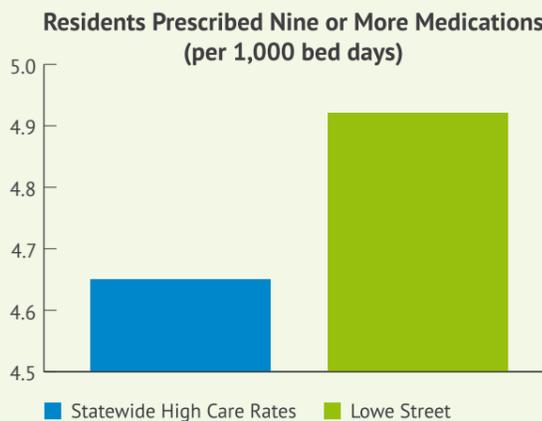
RESIDENTIAL AGED CARE QUALITY INDICATORS



This year at Lowe St we recorded no stage 4 (the most severe type of) pressure injuries. However Lowe St has reported slightly more lower grade pressure injuries than the state average.



Lowe St has reported fewer falls than the state average. We recorded no fall related fractures.



Lowe St has reported slightly more (only 0.25 per 1000 bed days) than the state average. This figure changes depending on what medical conditions the residents currently have.



Unplanned weight loss can indicate that a resident's health is deteriorating. Lowe St has fewer residents that have unplanned weight loss than the state average.

CONCERNS AND COMPLIMENTS

Concerns and compliments give us a real opportunity to engage with our community to reflect upon and review service delivery. With an excellent response time, complainants feel they are being listened to respectfully. Each concern is thoroughly investigated with an initial written response and, if needed, a meeting with the Complaints Officer to discuss the concern. Compliments are equally important to provide positive feedback to staff. We encourage our community to provide us with both forms of feedback. We want you to take a real interest in the care we provide.

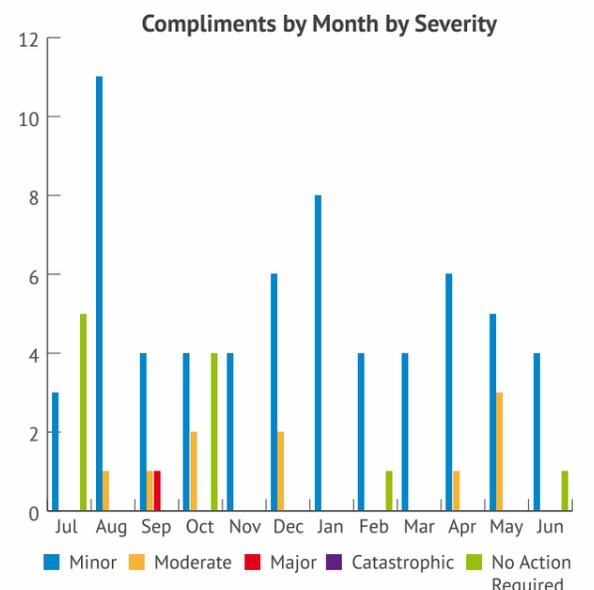
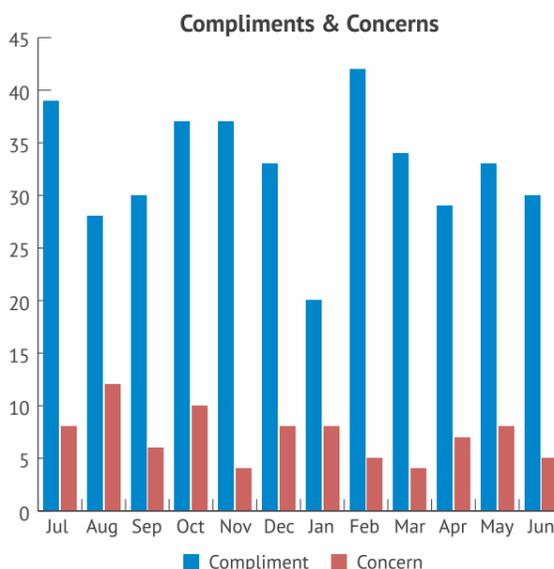
Number of Complaints	Responded to within 24 hours	Resolved %	Ongoing %
85	100%	98%	2%

COMPLIMENTS

Number of Compliments received

392

SUMMARY OF COMPLIMENTS AND CONCERNS FOR THE YEAR





EXCELLENCE

The appropriate standard for all services and practices

THE VICTORIAN PUBLIC HEALTH SERVICE AWARDS

EGHS was awarded the 2012 Minister for Health's Leadership Award for achieving a highly capable and engaged workforce. The EGHS Learning, Education, Training and Sustainability (LETS) Program was established to address workforce capability in a rural health service. This innovative program will ensure that EGHS will continue to have a sustainable and capable workforce for the future which will have a positive impact on the health of our community.



ONCOLOGY

At EGHS we are committed to best practice in clinical care. The development of Oncology Services locally has enabled people diagnosed with cancer to receive the best care and treatment close to home. Reduced travelling time means less disruption in patients' lives.

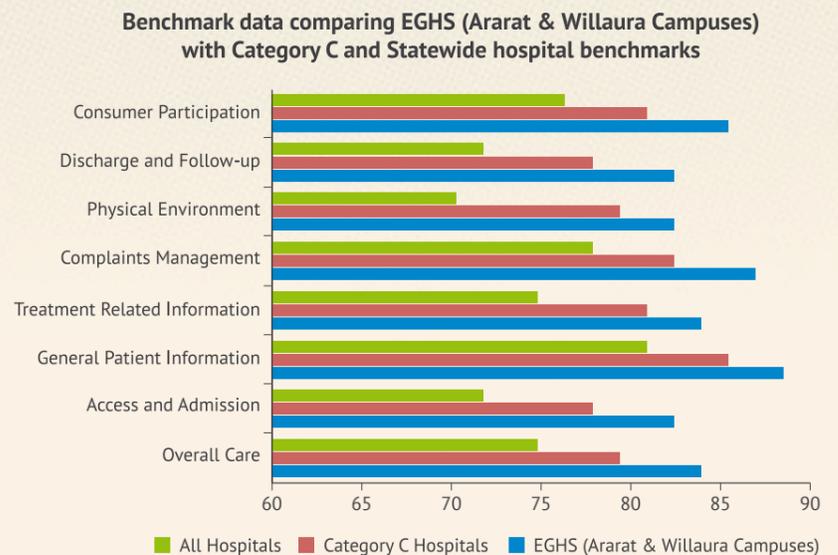
- The Oncology department operates weekly with the flexibility to provide treatments on other days as needed.
- The department can support patients treated in other centres for treatment disconnections and port flushes.
- Four Chemotherapy trained Registered Nurses, experienced in Chemotherapy, Palliative Care, Community Nursing and Acute Care, are supported by the Grampians Integrated Cancer Service, an Oncology Nurse Practitioner and a Breast Care Nurse.
- Dr Craig Carden, with extensive experience in Oncology both nationally and internationally, joined the department in 2011, assuming sole responsibility for the clinic in 2013.
- Supportive Care Screening has been introduced to identify patients' supportive care needs.
- Supportive Care is a key priority service improvement area for cancer reform within the Victorian Cancer Service Framework.
- Screening patients for their supportive care needs is an essential process in the provision of person centred care. The screening enables patients to receive care specifically aimed at their needs.
- In conjunction with the Cancer Council Victoria we run programs designed to provide support to patients undergoing Cancer treatment.
- The department has received ongoing support from The Ararat Breast Cancer Support Group, both financially and volunteer assistance on treatment days. We are extremely grateful for the support we receive from all community groups.

CREDENTIALING

Prior to employment at EGHS all medical, nursing and allied health staff demonstrate that they are registered by their professional association, produce originals of their qualifications and maintain their professional registration for the duration of their employment. This process is called credentialing and is compliant with National Registration introduced in July 2010. The Human Resources Manager ensures that registrations are current. Police checks are mandatory for all staff and volunteers and these are carried out prior to working at the Health Service.

VICTORIAN PATIENT SATISFACTION MONITOR

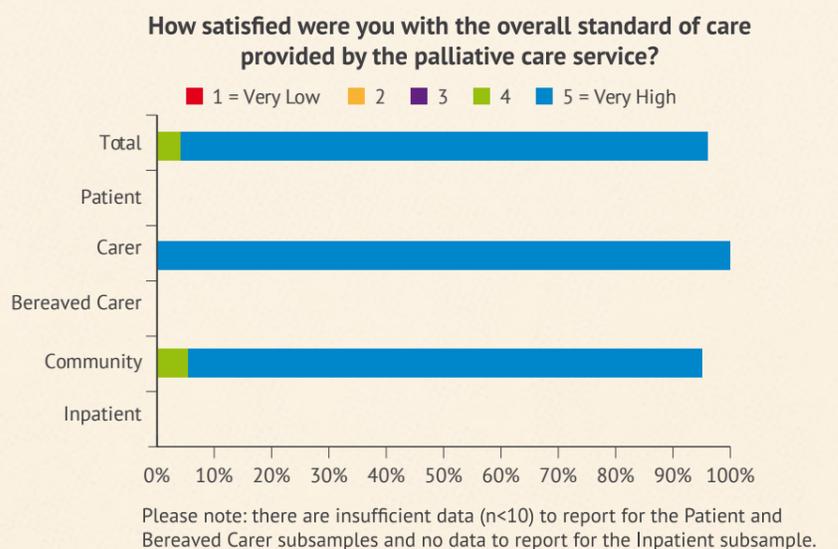
This statewide monitor records the satisfaction of EGHS' Acute patients. The survey is sent to all patients discharged from acute services at Ararat and Willaura. The results demonstrate that across the Organisation EGHS is performing better than its peers in other Health Services and provide us some areas to improve.



VICTORIAN PALLIATIVE CARE SATISFACTION SURVEY

- Central Grampians Palliative Care (auspiced by EGHS) participated in the 2013 Victorian Palliative Care Satisfaction Survey. The following describes patients, carers and bereaved carers satisfaction with the overall standard of care provided by this service.

Overall satisfaction for total East Grampians Health Service, Grampians Region, and the Statewide sample



ACCREDITATION

The past 12 months has seen EGHS achieve excellent accreditation results across the service and by several accreditation agencies. With these results our community can feel confident that EGHS provides safe and quality services.

Accreditation was successfully achieved against the:

- National Safety and Quality Health Service Standards which was an organisation wide survey. We are the first health service in the Grampians Region to achieve this level of accreditation. The surveyors commented "it was clear that improving the safety and quality of patient care was one of the key drivers of the organisation".
- Community Care Common Standards which reviews our services funded by the Home and Community Care (HACC) Program including District Nursing, Patricia Hinchey Day Centre and some Primary Care Services.
- The National Association of Testing Authorities (NATA) reviewed our Medical Imaging Services
- Our disability services from the Patricia Hinchey Day Centre were surveyed against the Department of Human Services Standards .
- Our four Aged Care services also continued to maintain their accreditation status through the Aged Care Standards and Accreditation Agency .



COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs regardless of their cultural, spiritual or socioeconomic background

BUILDING STRONG RELATIONSHIPS THAT ARE PROVING THE KEY TO GOOD DENTAL CARE FOR YOUNG CHILDREN

Our Dental Service has been working in collaboration with Dental Health Services Victoria to develop a dental program that will engage young people. *Happy Mouths and Happy Kids* is an innovative program that is delivering good, positive oral health and general wellbeing messages into the classroom. With the support of the school Principal at Ararat North Primary School our Dental Service provides regular dental check-ups for students. Students requiring follow up appointments are collected from school in small groups and taken to the dental clinics.

Our Dental staff are also making regular visits to the school so that the students can develop positive relationships and have a better understanding of what a visit to the dentist might involve. We have been really encouraged at the way in which students and teaching staff have embraced this concept.



PARTNERING WITH CONSUMERS

As can be seen throughout *Community Matters*, partnering with consumers to improve service delivery and health outcomes is important to the way we achieve our aims and meet our Values at East Grampians Health Service. Over the last year consumers have been included in all aspects of service delivery. We have established a multi-disciplinary *Partnering with Consumers* committee to oversee improvement activities with many more planned for the future.

Some of the activities reflect the Victorian Government's Department of Health "Doing it with us not for us" Standards for consumer involvement, which are as follows:

- A Partnering with Consumers Plan which will outline planned partnering activity at EGHS for the next three years
- Strong connections with the Grampians Pyrenees Primary Care Partnership
- A Diversity Plan developed by HACC services as part of a regional plan and applies across the Organisation
- Ongoing implementation of our Disability Action Plan (Access for All Strategy)
- Provision of information to the community including quality and safety data via local papers, our website, directly to community groups and through publications
- Consumer participation score of 87%, which is above the established benchmark, the State average and like hospitals
- 100% of consumer information produced by EGHS complies with Department of Health Standards and involves consumer input
- General patient information scores of 89%, which is above the set benchmark, the state average and like hospitals
- Liaising with Aboriginal services – Memorandums of Understanding are in place for community based services
- Person centred care training is mandatory for all staff and management
- Consumers are on governance committees.



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals

WE ARE PLEASED TO ANNOUNCE A MORE STREAMLINED APPROACH TO OUR COMMUNITY HOME NURSING PROGRAMS.

EGHS now has a single access point for all community nursing needs including:

- District Nursing
- DVA Community Nursing
- Palliative Care
- HARP
- Hospital in the Home
- Stomal Therapy
- Wound Management
- Living at Home Assessment
- Personal Alarm Victoria Assessments

Our team is now in one location and our aim is to provide a more co-ordinated and client centred approach to our community clients' needs. We have an experienced and diverse team, with specialist nurses who have undertaken post graduate studies in wound management, stomal therapy, case management, continence, palliative care, asthma education, oncology and diabetes management.

WORKING WITH OUR VOLUNTEERS AND AUXILIARIES

At EGHS Working Together encompasses many aspects of our community. One of the most important is our group of volunteers and auxiliary members. They are the ears and eyes of our wider community and bring to the Health Service, skills and ideas that certainly open our eyes to community expectations. We particularly want to acknowledge all our volunteers and auxiliary members who strive to improve the care offered by EGHS. We thank the EGHS Auxiliary, 70 Lowe Street, Patricia Hinchey Day Centre, the Toy Library and the Willaura Health Care Auxiliaries.



CASE STUDY

The following case study demonstrates that by working together with our patient John, after a lengthy stay in hospital he is able to reach his goals.

- After extensive surgery in Melbourne, John was admitted to EGHS Inpatient Unit.
- Although keen to get home, John did not have a carer and still required intensive nursing care each day.
- John was pleased to be transferred to the Hospital in the Home (HITH) program, which enabled medical equipment, nursing, medications and personal care support to be put into John's house, free of charge, so his treatment could be continued.
- In his own environment John was able to sleep better, with fewer interruptions and with more control over his recovery.
- As John improved, he was discharged from HITH and his care was supported by the District Nursing Program.
- John wanted more control of his chronic illness and this was facilitated by the Hospital Admission Risk Program. HARP helped John develop an action plan of steps to take when his health was deteriorating and included a number of referrals to achieve his goals including a social worker and the stomal therapist.
- John's care was co-ordinated from a central access point and documentation was shared between services. Now John does not need to tell his story and fill in paper work over and over again.



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others

In developing a learning culture EGHS is leading by example, promoting professional development at all levels throughout the Organisation. We understand the benefits of lifelong learning to create a sustainable workforce and a viable, educated community.

The health sector is constantly changing and while technology is vital to support our clinicians, we never underestimate the value of personal care. A positive attitude, a genuine smile and knowledge of our Health Service makes our staff invaluable to the greater community.

DIPLOMA OF NURSING

Six students have successfully completed the first Diploma of Nursing program at EGHS and have graduated as Enrolled Nurses with a further three students continuing study part time. The Diploma of Nursing course forms part of our Strategic Plan to educate local community members, to retain and attract a skilled and motivated workforce.

PROFESSIONAL DEVELOPMENT

EGHS has continued to provide undergraduate clinical education for an increasing number of students from the nursing, medicine, allied health, paramedicine and health information management disciplines. Partnerships have been developed with Universities including the University of Ballarat, Australian Catholic University, Deakin University, University of Melbourne and Latrobe University (Bendigo).

- Feedback from students has been excellent. EGHS provides a positive learning environment and a variety of learning opportunities, which are well supported by clinical teachers, supervisors and staff.
- 23 EGHS nurses have undertaken formal training on clinical supervision and support, increasing the quality of clinical education provided to training nurses.
- EGHS has upgraded and expanded its student accommodation to provide free accommodation to students which encourages and supports them to undertake clinical placement at EGHS.

GRADUATE NURSE PROGRAM

- Each year EGHS provides a twelve-month Graduate Nurse Program for four Registered Nurses who have graduated with a Bachelor of Nursing Degree, providing them with the support, skills and experience required to pursue an exciting and challenging career in Nursing.
- The Graduate Nurse Program provides newly graduated nurses with the opportunity to rotate through different areas of nursing, providing them with a comprehensive overview of the many facets of nursing.



ENTHUSIASM FOR LEARNING AND PROFESSIONAL DEVELOPMENT

EGHS staff exhibit an enthusiasm for learning and professional development which is demonstrated by:

- 91 % attendance at mandatory training – addresses identified training needs that enhance patient safety, care and outcomes
- Access to e-learning and on-line training is very popular and accessible 24 hours/day
- Completion of training programs such as the Leadership Essentials program, person centred care, clinical supervision and support
- Attendance at the SimVan which provides regional simulation and clinical skills education
- Education embraced by managers and employees, striving to develop quality clinical skills and to facilitate education and professional development opportunities for employees
- Change in organisational learning culture has seen many employees upskill to formal qualifications – Certificate III, Certificate IV, Medication Endorsement, Diploma of Nursing, Bachelor of Nursing, post graduate qualifications and Master of Business Administration.
- The Building for the Future Foundation supports up skilling of staff by providing bursaries e.g. targeting Midwives

HEALTH SERVICE INTERN PROGRAM

EGHS supports the Australian College of Health Services Management to train future leaders in the health profession. Interns of the college undergo a 6-month rotation at EGHS to learn the operations of a rural public health service. A rural placement can offer an intern a better placement than in metropolitan areas because it provides broader education and a wider level of experience. Some of the activities with which the interns have been involved include preparing for accreditation, project work, auditing, managerial reports and policy development. EGHS has so far supported three interns and looks forward to hosting others in the coming year.

INVOLVEMENT IN RESEARCH

- enhancing clinical supervision and support for regional nurses: the impact of preceptorship education on organisational cultural change.

PROJECTS THAT HAVE IMPROVED SERVICE DELIVERY



East Grampians Health Service

IMPROVING CLINICAL HANDOVER

When the responsibility for your care is passed from one health professional to another this is called *Clinical Handover*. This may include change of shift for nursing staff, when your care changes from one department, for example from theatre to the inpatient unit or when you are referred to another service. Effective clinical handover is very important in supporting safe patient care by reducing communication errors.

EGHS has established a multi-disciplinary working group to review and improve all of our handover processes within the Health Service and with external service providers.

One of the biggest improvements that patients and families will be aware of is the introduction of bedside handover in the Inpatient Unit. Bedside handover involves the allocated nurse who has been working on the shift providing relevant and important information to the oncoming nurse. The oncoming nurse is introduced to the patient (and the family if present), charts are checked and the nurses scan the area to make sure the area is safe and comfortable. The biggest advantage of bedside handover is that both the patient and family are involved in the handover. With this improved system patients have the opportunity to ask questions of both nurses and are involved in decision making about their care. Bedside handover demonstrates the importance of patients and carers partnering with the healthcare team to provide better, safer and more individual care.

NEW GENERAL SURGEONS

East Grampians Health Service has employed two General Surgeons to service the Ararat Community in the past twelve months. Mr Shantha Tellambura has joined us from Swan Hill and Mr Abrar Maqbool from Griffith. The surgeons replace Dr Barry Alexander who has retired from EGHS.

Both surgeons have vast experience in general surgery and specialist procedures including hernia repair, carpal tunnel release, skin lesions, colonoscopy and gastroscopy. They have been supported by the local Medical Centre through referrals to this service.

Both Surgeons are now averaging approximately 16 outpatient appointments each day that they consult from the EGHS Community Centre.

Comments from patients have been extremely positive regarding the level of care they have received from the Surgeons, including one from a patient who was greatly impressed "by the care shown to me by my surgeon who ensured that I was supported before, during and after my procedure."

We look forward to developing and strengthening the relationship with our Surgeons, who have enhanced our Organisation's reputation as a quality Health Service.

CONSUMER INFORMATION

EGHS strives to ensure that the information we provide to our consumers about our services, specific health conditions, treatment options and care planning is easy to understand and provides all of the information required. New information material produced by EGHS follows a process to make sure that :

- the writing is clear and easy to read
- the information including contact details is up to date
- the language used is user friendly
- medical jargon is explained
- diagrams are labelled
- the information is available electronically as well as in hard copy.

Consumers review all information materials prior to publication and provide us with valuable feedback on information that might be missing, seeking clarification on specific meanings and providing us with great ideas about how we can improve presentation. One such suggestion led us to change the format of all of our bedside information packs to make them easier to read.

In the Patricia Hinchey Day Centre even more specialised consumer information has been introduced. Day Centre clients may experience difficulty in understanding written information due to a disability or cognitive impairment. Information has been developed utilising basic words and pictures to assist understanding. Some of the items which utilise this format include:

- calendar of activities
- posters informing people how to make a complaint, their rights and responsibilities, advocacy etc.
- consumer surveys
- meeting agendas
- care plans and support plans.

By providing information in a way that people can understand, it enables people to fully participate and choose the type of care that they want.



WE'D LIKE TO HEAR FROM YOU

Your opinion is important to us. It helps us plan our future direction. It's not only consumers of our services, but also people connected to our consumers. You all have a significant role in the shaping of our Health Service.

Please take a little time to complete this feedback form on Community Matters and circle the appropriate number:
(1 being poor and 5 being excellent)

What did you think of the information in this report?

1 2 3 4 5

What did you think of the presentation of this report?

1 2 3 4 5

What did you think of the length of this report?

1 2 3 4 5

What did you think of the style of the report?

1 2 3 4 5

Has your knowledge on services at EGHS increased?

1 2 3 4 5

Are you interested in receiving further information on consumer participation at EGHS?

Yes No

Is there any information you would like to read about in future reports?

Yes No

Have you any suggestions on how we can improve the report?

CONTACT DETAILS

General Enquiries 5352 9300

Thank you for taking time to complete this form. We do value your feedback.

Please detach the form and return to one of our facilities or post to:

Chief Executive
East Grampians Health Service
Girdlestone Street
(PO Box 155)
Ararat 3377

If you would like us to contact you in regard to any item in Community Matters, or you are interested in supporting the Health Service, please complete your details and return to us.

Name: _____

Address: _____

Telephone: _____

Email: _____